

DOCUMENT RESUME

ED 291 398

IR 052 297

TITLE Using Your Library Effectively.
INSTITUTION Hennepin County Library, Minnetonka, MN.
PUB DATE 87
NOTE 42p.
PUB TYPE Guides - Classroom Use - Materials (For Learner) (051) -- Guides - Classroom Use - Guides (For Teachers) (052)

EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS Adolescents; Adults; *Library Instruction; *Library Services; *Public Libraries; Reference Materials; *Search Strategies; *Users (Information); *Workshops

ABSTRACT

This collection of materials for a three-hour instructional program for young people and adults in the effective use of the public library includes an introduction to the program, a teaching guide for the librarian, a packet of materials for students, and a summary of 90 evaluations of the program as it was presented at two area libraries and three community libraries in the Hennepin County (Minnesota) Library system in 1987. The search strategy workshop begins with a slide or video tape introduction describing the range of resources available in the library, which is followed by a description of the book and microfiche catalogues. Participants are then given a tour of the library and instructed in the use of periodicals, periodical indexes, selected reference books, and how to expand their options for services and materials through interlibrary loan and Metropolitan and State Networks. Flip charts, transparencies, handouts, sample pages, and a slide tape show, "Books and a Whole Lot More," are used as visual aids. Approximately 400 people take and evaluate the course each year, resulting in an ongoing revision of the manual by the program librarians. (CGD)

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USING YOUR LIBRARY EFFECTIVELY INTRODUCTION

In the seventies, as Hennepin County Library expanded and became more system oriented, librarians began to develop independent programs for library users to help them learn how to use the library. As part of a graduate thesis one librarian designed a notebook with materials for teaching a 3-session course on how to use a public library effectively. The theme of this course was "teaching the patron some useful approaches to finding a 'good enough' answer in a reasonable amount of time". This notebook was the first attempt to produce a package outline that was general enough to be useful to all system libraries yet open to the individual teaching styles of librarians in different sized libraries. This original outline was updated and expanded twice in the early eighties. The attached revision was completed in 1986 and has since gone through some minor revisions with the demise of Hennepin County Library's materials (book) catalog and the conversion to a microfiche catalog.

Objectives of "Using Your Library Effectively":

- To have the participants become familiar with basic library concepts.
- To present the fiche catalog as the key to skilled library use.
- To provide an effective way of answering one's information needs (search strategy).
- To present a wide range of print and non-print materials to illustrate the wealth of information and material available.
- To present the library as an accessible information resource with emphasis on assistance by librarians.
- To present special information sources in areas of high patron interest, i.e., business, consumer information, career, auto repair.
- To present information in such a way as to be enjoyable and memorable through the use of various audio visual materials and to create a relaxed atmosphere conducive to learning.
- To encourage the use of various machines for information, e.g., Magazine Index, computers, microfiche readers, etc.

Flip charts, transparencies, handouts, sample pages, and a slide tape show "Books And A Whole Lot More" are used as visual aids. Some agencies establish a theme such as "Hawaii - Description and Travel" to provide continuity in tracking a particular entry.

A library tour is usually included to demonstrate the microfiche catalog, the automated circulation system, and to show the arrangement and location of library materials, and behind the scenes areas.

Most libraries ask participants to evaluate the course. Exceptions are courses for ABE, ESL or mentally handicapped groups.

A summary of 1987 evaluations is included here.

The present manual is used as a teaching guide for librarians in the 25 area and community libraries of the Hennepin County Library System. A student packet is provided for each participant which includes handouts listed on Page Three of the Instructor's Manual. The manual is revised on an ongoing basis by the program librarian.

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Librarians teaching "How To Use The Library Effectively" are asked to:

- Encourage patrons to ask librarians for help, especially when they are not locating what they are looking for.
- Emphasize that different sized libraries have different levels of circulating and reference collections.
- Make it clear that this introductory course only hits the highlights. Using the library repeatedly will make things easier.
- Use displays of materials to show the range of items: cassettes, books, records, filmstrips, slides, paperbacks, computer software, compact discs, etc., that are available.
- Have a "break". This time usually results in lots of individual questions. Coffee and cookies encourages an informal atmosphere.
- Hold the program during closed hours, if possible.

brf/wp

USING YOUR LIBRARY EFFECTIVELY
OUTLINE

Introduction (20 minutes)

Introduce staff; outline evening; explain goals; introduce search strategy concept

Show "Books and a Whole Lot More."

SUPPLIES:

"Books and a Whole Lot More"

Playback equipment

Student packet

"Search Strategy" page in student packet

Catalog (45 minutes)

Definition; discuss Card Catalog, Book Catalog, Microfiche Catalog. "Hennepin County Library Fiche Catalog" -- cover all information; demonstration.

Call number; Dewey Decimal Classification.

Microfiche Catalog description and demonstration.

SUPPLIES:

"How to Use This Catalog" in student packet

"How to Locate Materials" in student packet

Microfiche Catalog

Microfiche Reader

"HCL Catalog on Microfiche" in student packet

Tour (15-20 minutes)

Related to catalog and call numbers; special sections

SUPPLIES:

Map of agency if available

Periodicals and Periodical Indexes (30 minutes)

Definition; importance; range.

Periodical indexes; Readers' Guide -- dates, arrangement, elements of entry.

Periodical Holdings lists.

Newspapers Indexes; Minneapolis Star and Tribune Index.

SUPPLIES:

"HCL Periodical List" in student packet

Agency Periodical List, if available

"Search Strategy for Periodical Articles" in student packet

Reference Materials (30 minutes)

Definition; ideal reference book.

Kinds of reference books -- bibliographies, indexes, etc.

How to find reference books; where shelved.

Examples of reference books.

SUPPLIES:

"Reference Materials" in student packet

Reference Subject Lists in student packet

Copies of reference books being talked about

Reaching Out (20 minutes)

Tiered concept in Hennepin County Libraries.

Reserves; finding out where else the material is located.

MELSA; Inter-library loan.

SUPPLIES:

Reserve form (HCL-RR2/HCL 9032 (11-84)

ACCS terminal

Summary and Evaluation (5 minutes)

Final words.

Patron evaluation.

SUPPLIES:

Evaluation form in student packet

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LIST OF HANDOUTS

Guide for HCL Users

Hours Brochure

HCL Annual Report

Hennepin County Library Fiche Catalog

How to Locate Materials

Calendar of Events

Hearing Impaired Brochure

Homebound Brochure

MARS Brochure

Media Lab Brochure

Volunteer Brochure

Dewey Decimal Classification Posters (set of 10 - 12 1/2 x 16)

Search Strategy Packet

Library Lingo

Search Strategy Concept

Physical Plan of Libraries

Bibliography and Reference Materials (lists)

Reference Materials

HCL Periodicals List (Introduction page & sample listings)

Search Strategy for Periodical Articles

Evaluation

HCL/CSSD/PROG.

Revised: 8/87

GENERAL NOTES

Repeatedly encourage them to ask for help, particularly when not locating what they are looking for.

Tiered collections and reference is the situation in HCL; emphasize that different libraries have different strengths.

Make it clear that the evening can only skim the surface and give some highlights. Using the library repeatedly will make it easier.

Use displays of materials to show the range of items -- cassettes, books, records, filmstrips, slides, paperbacks, parenting kits, etc.-- that are available.

Examples help illustrate points; use examples from your experiences in the library.

The program tries to instill basic library concepts; these concepts can be transferred from situation to situation.

Holding the program during closed hours is ideal, if possible. If the program is done in the evening, call ahead to have the computers held "up" so that you can check out materials and demonstrate the uses of the ACCS.

If you have a break, there will probably be lots of individual questions.

Coffee and cookies for the break, if so desired.

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INTRODUCTION (20 minutes)

Introduce staff.

Find out make-up of the audience, why they are there.

Outline program; make note of the student packet.

Explain goals of the program:

- To become familiar with basic library concepts.
- To inform about the wealth of information and material available.
- To inform about materials and services at this library, in the library system, and in further networks.
- To provide a way to go about answering your information needs (search strategy).
- To whet curiosity.

"Books and a Whole Lot More"; slide/tape show or videotape show.

Introduce "Search Strategy" as a concept (refer to insert in student packet)

Process of deciding how to approach a particular information need

How to find a GOOD ENOUGH answer in a REASONABLE AMOUNT OF TIME

Two steps

1. Decide on the exact question.
 - something on all gardens, or on the growing of radishes?
 - books on Texas, or the address of the Alamo?
 - child psychology books, or who wrote Children, the Challenge?
2. Decide where it can be answered.
 - a single piece of information, such as a telephone number, can be gotten over the telephone.
 - if you want to look at several gardening books, it would be best to come in and look for yourself.
 - ask for help in defining your question or finding the answer.

Stress that there are no stupid questions; that we are there to help; and that not every question can be answered at every library (but we can help you find that place/answer).

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CATALOG (45 minutes)

Use: Microfiche Catalog
(handout) How To Locate Materials
Microfiche Catalog and Reader
(handout) Hennepin County Library Fiche Catalog

Define Catalog, and compare to the Sears catalog

List of what is available
Particular arrangement

Compare Card Catalog to Book Catalog to Microfiche Catalog
Point out advantage of Microfiche Catalog is that there are listings for all materials in all libraries. That means that you can know about and have access to materials that are not at the library you are in.

Explain that the Book Catalog has given way to the Microfiche Catalog.

Includes all materials -- records, books, magazines, etc.
Includes all system holdings -- not just for the library you are at.
Includes author, title, and subject entries.
Dictionary arrangement -- what does that mean, draw attention to the section about alphabetizing.
Each book, record, etc. listed more than one way.
Go through the entries in detail, explain what each part is, and how those pieces can provide useful information.
Simultaneously have the students looking up entries in the Microfiche Catalog.
Subject Entries
What they look like (Fiche Catalog).
Hardest way to look, but the most powerful.
Requires PERSISTENCE and FLEXIBILITY.
Think direct.
Suggest tricks -- pluralize, go larger or smaller, invert the words.
Cross references as a help -- use examples and have the students look them up.
Explain "see" and "see also".
Subheadings on subject headings.
Samples of subject headings to demonstrate that should try the first thing that comes to mind.
Call number -- explain how it is made up.
Call number as the key to location.
Go over list of call numbers, explaining what each means, that the prefixes can tell you information about format, age level, circulating or reference, location in the library.
Draw attention to AV call numbers.

In many, many cases this is the way you will find what you are after:
Fiche Catalog (author, title or subject) -- call number -- shelf.
As always, if you don't find what you want, ask a librarian.

The call number indicates the area/subject within a classification scheme that locates materials on similar subjects together.

Dewey Decimal Classification system

Ten broad areas of knowledge that are then broken down into smaller categories (the ten broad categories are: 000s Generalities; 100s Philosophy; 200s Religion; 300s Social Sciences; 400s Language; 500s Pure Sciences; 600s Technology; 700s The Arts; 800s Literature; 900s History)

Go through How To Locate Materials (handout) briefly

Sometimes a "good enough answer is a reasonable amount of time" can be found by browsing in a particular category -- when you want a new recipe, but not a particular cookbook; when you want to see everything on fishing, etc.

Browsing not 100% foolproof, sometimes related materials will be in a different section (fish and fishing and aquarium fish as example).

Microfiche Catalog

Use Microfiche Catalog and Reader plus (handout) HCL Fiche Catalog

Same principles as the book catalog -- all materials, all agencies, by author, title and subject.

Demonstrate how to use the microfiche and reader and then have "hands-on".

ACCS demonstration if time and if desired.

Circulation information.

Reserve information.

Location information.

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TOUR (15-20 minutes)

A map of the agency is very useful, include in the student packet if you have one.

Relate the tour to the Fiche Catalog -- this is where books with a call number like this will be located, etc.

Point out special sections, especially those not indicated in the catalog -- paperbacks, civil service tests, travel books, audio-visual materials, etc.

Point out interfiling if that is the case, and indicate what is included
B nonfiction and Adult nonfiction, folio and regular sized materials.

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PERIODICALS (20 minutes)

Use: How to Use the Readers' Guide to Periodical Literature (pamphlet to return)
HCL Periodical List (sample page in Student packet)
Agency Periodical List, if available

Definition: Publication that comes out on a regular basis over a period of time. Includes magazines, newspapers, scholarly journals. Can come out daily, weekly, monthly, quarterly or any set time.

Range available -- use examples to illustrate

Importance and use

Currency -- new subjects often don't yet have books written
Historical perspective -- tells you what people thought at a given time
Brevity -- sometimes you don't want book length information.

Periodical Index is the key to finding which magazine(s) have an article on your topic.

Readers' Guide

Once you know how to use this index, those skills are easily transferred to other indexes.

Use current bound Readers' Guide "Suggestions for the Use of the Readers' Guide to Periodical Literature" section.

This index is intended for use by the general reader and researcher.

Indexes general interest magazines

Number varies from year to year -- between about 180-190

List of magazines indexed is included in the front information of the RG

General arrangement

Each issue covers a given time period

RG is published 2 x month, but has cumulations on a given schedule so that there are fewer places to check (otherwise would be 26 per year) Semi-monthly--Monthly--Quarterly--Annual.

Follow the path of one subject -- the most usual way to use RG.

Determine time period, if appropriate.

Determine appropriate subject headings.

Use sample entries in pamphlet to illustrate.

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Subject heading -- Accounting

Subheadings -- Accounting - Standard

Cross references

see -- tells what RG uses - ABC see American Broadcasting Companies, Inc.

see also -- tells related subject headings - Accounting see also..

Follow one example to point out each part.

p. 9 Acid rain

title; author; il (point out that list of abbreviations used in entry is in the front of RG; point out that the abbreviations give useful information); magazine title; volume: page(s) (point out what the + indicates and how this gives you additional information); date.

Explain what to copy -- point out periodical request slips if they are used at your library.

Go through a second entry to reinforce

Next step is to check to see if the magazines you want are available at this library.

Agency Periodical list -- if available.

Hennepin County Library Periodical List -- to show for this agency and for other HCL agencies.

Choose one title that will show the following

codes for area and community libraries, and the arrangement of them.

codes for library -- circulating, reference, microfilm.

date indications, beginning date, closing date, open date.

cross references.

Point out the page in the packet which is the introductory part -- that this is available in front of the list.

Indicate where these lists can be found in the library.

Next step is finding the magazine. Indicate whether the shelving is open or closed, if they can get all magazines themselves, some themselves, or none themselves.

If the magazines are not at this library, can try to get it somewhere for you. Other community libraries, area libraries, or through interlibrary loan.

Besides looking by subject, you can also look by author of the article, and sometimes you can look by title. Reviews of ballets, musicals, television shows and more can be found. Book reviews are arranged in a special section at the end of the main index.

Once you master the skills for using the Readers' Guide, you will be able to use other indexes easily.

Lots of indexes, give some examples: Business Periodicals Index
Book Review Digest
Short Story Index
Biography Index

Newspaper Indexes

Explain online index to Mpls Star/Tribune and its availability at SdIS, Bd, Rd.

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REFERENCE MATERIALS (30 minutes)

Define:

Designed by their arrangement and treatment of subject to be consulted for specific item of information, rather than to be read consecutively.

The ideal reference book:

- Comprehensive in scope -- covers topic completely.
- Condensed in coverage -- covers topic succinctly.
- Has a logical arrangement -- alphabetically or classified usually.
- Has a good index.
- Is always available.

Reference books are for use in the library (there may be copies that you can borrow).

Finding reference books;

- In the Fiche Catalog by kind of reference tool.
- In the Fiche Catalog by subject, with kind of reference tool as a subheading.
- Point out where reference books are shelved, including special areas.

Kinds of reference tools:

Those that lead you to the answer:

- Bibliographies
- Indexes

Those that provide the answer:

- Encyclopedias -- general and specialized
- Dictionaries -- general English language and specialized
- Almanacs and Yearbooks
- Manuals, Handbooks, and Guides
- Directories
- Biographical Sources
- Atlases

The reference books you talk about should not be many, there is a limited time to cover a lot of information. For most purposes, it will be enough to talk about two to four examples of each of the different kinds of reference books. Things to keep in mind:

Use examples that give an idea of the many different kinds of reference tools.

Use examples that give an idea of the range of subjects included in your reference collection.

Use examples that give an idea of the depth of coverage for a given subject in your reference collection.

Talk about the tiered concept of reference service. For example, this library has Minnesota Directory of Manufacturers, Southdale has directories of several states, as well as specialized kinds of manufacturing.

If you have identified a certain subject area of interest of the group, you may want to use one of the attached subject lists as a guide.

Bibliographies

A list, often with descriptive or critical notes, of writings relating to a particular subject, period or author.

A list of books.

Examples:

- HCL Fiche Catalog is in a sense a bibliography
- Books in Print
- Forthcoming Books
- IMS/Ayer Directory of Publications
- Fiction Catalog

Examples to show tiered concept of reference service:

- Community libraries have Books in Print; area libraries have Subject Guide to Books in Print
- Community libraries have Fiction Catalog; area libraries have bibliographies of special kinds of fiction.

Indexes

A list, usually arranged in alphabetical order, of some specified datum (such as author, subject, or keyword).

Example:

- HCL Fiche Catalog is in a sense an index to the collection.
- Biography Index
- Book Review Index
- Readers' Guide to Periodical Literature
- Photofact Annual Index
- Index of Majors
- Handicraft/Hobby Index or How To Do It Information Index
- Granger's Index to Poetry

Examples to show tiered concept of reference service:

- Community libraries have Readers' Guide; area libraries have specialized subject indexes such as Business Periodical Index or Essay & General Literature Index.

Encyclopedias

A work that contains information on all branches of knowledge or treats comprehensively a particular branch or knowledge, usually in articles arranged alphabetically by subject.

Examples:

- World Book or Encyclopedia Americana or Colliers or Britannica
- Dictionary of American History
- Readers' Encyclopedia
- McGraw Hill Encyclopedia of Science and Technology

Examples to show tiered concept of reference service:

- Community libraries will have fewer general encyclopedias than area libraries.

Dictionaries

Include general English language, historical or etymological, foreign language, subject, and others.

A reference book containing words, usually alphabetically arranged, along with information about their forms, pronunciation, meanings, etc.

A reference book listing alphabetically terms or names important to a particular subject or activity, along with a discussion of their meanings and applications.

Examples:

Webster's Third New International Dictionary or Random House Dictionary
of the English Language
9,000 Words
Abbreviations Dictionary
A Dictionary of Slang and Unconventional English or Dictionary of
American Slang
Roget's International Thesaurus or Webster's Collegiate Thesaurus
Webster's New Dictionary of Synonyms
Stedman's Medical Dictionary or Dorland's Illustrated Medical Dictionary
Familiar Quotations or Home Book of Quotations
Webster's New Geographical Dictionary
Black's Law Dictionary

Almanacs and Yearbooks

Compendium of useful data and statistics; yearbooks focus on a particular year

Examples:

World Almanac and Book of Facts or Information Please Almanac
Statesman's Yearbook
Statistical Abstract of the United States
Minnesota Almanac
Chases's Annual Events

Manuals, Handbooks, and Guides

A concise reference book covering a particular subject.

Ready reference source for given fields of knowledge; limited scope, but depth of coverage.

Examples: (there are COUNTLESS manuals and handbooks)

NADA Official Used Car Guide
Guinness Book of World Records
Occupational Outlook Handbook
Etiquette Books: Post, Vanderbilt, or Ford
Webster's Secretarial Handbook or Standard Handbook for Secretaries
Physicians' Desk Reference
Minnesota Legislative Manual
How to Clean Everything
Field Guides: Natural History, Rocks, Insects, Birds, Mammals, etc.

Directories

An alphabetical or classified list (as of names and addresses).

Includes local, government, institutional, investment, professional, trade and business directories.

Examples:

- Telephone Directories
- City Directories
- National Directory of Addresses and Telephone Numbers
- Official Congressional Directory
- National Zip Code Directory
- Encyclopedia of Associations
- Minnesota Area Vocational-Technical Institute Directory of Courses
- Hotel and Motel Red Book or Hotel and Travel Index
- Writers Market
- World Wide Chamber of Commerce Directory
- Standard and Poor's Register of Corporations, Directors, and Executives
- Corporate Report Factbook
- Minnesota Directory of Manufacturers
- Thomas Register of Manufacturers

Examples to show the tiered concept of reference service:

Community libraries have local telephone books; area libraries have telephone books from across the country.

Community libraries have very basic business directories; area libraries have more specialized and in-depth directories.

Biographical Sources

Examples:

- Who's Who in America
- Dictionary of American Biography
- Webster's New Biographical Dictionary
- Current Biography Yearbook
- Cyclopedia of World Authors or Twentieth Century Authors
- Contemporary Authors
- Something About the Author
- Asimov's Biographical Encyclopedia of Science and Technology

Examples to show the tiered concept of reference service:

Community libraries have Who's Who in America; area libraries have several other volumes of Who's Who in ____.

Atlases

A bound collection of maps.

Examples:

- Atlas of the Bible or Macmillan Bible Atlas
- Rand McNally Road Atlas: United States, Canada, Mexico
- Hudson's Street Atlas of the Greater Twin City Metropolitan Area

Times Atlas of World History or Shepherd's Historical Atlas
Goodes World Atlas or Times Atlas of the World or Hammond
Medallion World Atlas or National Geographic Atlas

Examples to show tiered concept of reference service:
Area libraries will have specialized Atlases.

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REACHING OUT (20 minutes)

Moving beyond your local library is the point. This is a good place to show how the community library fits within the tiered pattern of service. The Community Library Collection Guidelines in the Administrative Policy Section of the Operations Manual, and the Community Library Reference Profiles give a good idea of tiered concept.

Not every item in the Fiche Catalog will be at this library. If don't find book on the shelf:

Librarian can tell you where else you might check if you need the book immediately.

Place a reserve in the ACCS. Explain ACCS and what the reserve process does and how it operates.

What if you want a book that is not in the Hennepin County System:

MELSA

Inter Library Loan.

What if the answer to my question is not in this library?

If reserving a book will answer the question, do that.

Ask a librarian to help; they may know of something that you don't.

The question can be sent to Southdale, where there are more resources to check to find the answer.

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LIST OF HANDOUTS

Guide for HCL Users

Hours Brochure

HCL Annual Report

Hennepin County Library Fiche Catalog

How to Locate Materials

Calendar of Events

Hearing Impaired Brochure

Homebound Brochure

MARS Brochure

Media Lab Brochure

Volunteer Brochure

Search Strategy Packet

Library Lingo

Search Strategy Concept

Physical Plan of Libraries

Bibliography and Reference Materials (lists)

Reference Materials

HCL Periodicals List (Introduction page & sample listings)

Search Strategy for Periodical Articles

Evaluation

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USING YOUR LIBRARY EFFECTIVELY

<u>Time Allotted</u>	<u>Subject</u>
20 minutes	Introduction Slide/tape or videotape -- Books and a Whole Lot More
45 minutes	Catalog Microfiche Catalog Automated Circulation Control System (optional)
15 - 20 minutes	Tour, done in framework of Fiche Catalog discussed above
30 minutes	Periodicals and Periodical Indexes Magazines Newspapers
30 minutes	Reference Books Types available What types of reference materials at given size library Sampling of most used, most helpful, most unique
20 minutes	Reaching Out Reserves, Interlibrary Loan, Metropolitan and State networks
5 minutes	Summary Evaluation
2 Hours, 45 Minutes	

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Search Strategy - Where To Begin?

- I. Define your question.
 - a. Be specific
 - b. How extensive does the treatment need to be?
 - c. Who can help you -- who would know?
- II. Identify the means to find a "good enough answer in a reasonable amount of time."
 - a. Telephone information sources.
 - b. When to go to the library.
 - c. Communicating with the librarian -- the reference interviews.

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Physical Plan of Libraries

Libraries come in different sizes, shapes and types; however many features remain the same from library to library.

Learn to recognize the following areas:

1. The circulation area:

Where you should go to check out or return materials, or to obtain a library card.

2. The circulating collection:

- a. Includes children's and adult's areas.
- b. Includes books, records, films, periodicals, pamphlets, cassettes, etc. that may be borrowed from the library.

3. The reference collection:

Includes materials that must be used in the library so that the materials are always available to all members of the community.

4. The information desk:

Where you should go to ask any questions you may have about how to locate information or to ask assistance is using any of the special tools in the library.

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SEARCH STRATEGY FOR PERIODICAL ARTICLES

1. Be organized!
2. Select the best index available:
 - a. Readers' Guide
 - b. Minneapolis Star and Tribune Online Index. Ask librarian for help.
 - c. Ask the librarian if there is a special index for your particular subject.
3. Use the index to identify several articles that sound useful.
4. Be sure to copy all the information completely and accurately.

Be particularly careful to get the correct title of the magazine.

If in doubt, look it up!
5. Check the PERIODICALS HOLDING LIST to see if the library you are using owns the magazine(s) you need.
6. If you cannot find the magazine(s) you need, talk to the librarian.

Available options include:

 - a. Reserving the magazine.
 - b. Checking with other libraries in the area.
 - c. Reference copies at the Area Libraries (Southdale, Brookdale and Ridgedale).
 - d. Minitex service from the University of Minnesota.

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REFERENCE MATERIALS

- I. The ideal reference tool: comprehensive in scope, condensed in treatment, logically arranged, with very good indexes to make them quick and easy to use.
- II. Principal types of reference books:
 - a. Bibliographies
 - b. Indexes and Abstracts
 - c. Encyclopedias
 - d. Dictionaries
 - e. Almanacs and yearbooks
 - f. Guides and Manuals
 - g. Directories
 - h. Biographies
 - i. Atlases
- III. See attached sheets for brief descriptions of some representative reference tools.

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CONSUMER AND BUSINESS

CONSUMER

PER	Consumer reports
PER	Consumer Research
URM	NADA Official Used Car Guide
Ref 362.11C	Consumer's Guide to Hospital Care; Twin Cities Metropolitan Area
Ref 368.4W	Complete Social Security Handbook
Ref 610.6952C	Consumer's Guide to Physicians; Twin Cities Metropolitan Area

BUSINESS

URM	Telephone Book
URM	City Directories
URM	Thomas Register of American Manufacturers
Ref 061.025D	Directory of Minnesota Business and Professional Associations
Ref 061.3G	Encyclopedia of Associations
Ref 338.74C	Corporate Report Fact Book: Ninth District
Ref 658.11S	A Guide to Starting a Business in Minnesota
Ref 658.022M	Small Business Assistance Directory
Ref 658.8E	Editor and Publisher. Market Guide
Ref 670.25776M	Minnesota Directory of Manufacturers
Ref 917.30025N	National Directory of Addresses and Telephone Numbers

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CAREERS AND OCCUPATIONS

Ref 3311128U	Guide for Occupational Exploration
Ref 331.1230	Occupational Projections and Training Data
Ref 331.7003U	Dictionary of Occupational Titles
Ref 331.7020	Occupational Outlook Handbook
Ref 378.1543A	American Trade Schools Directory
Ref 378.1543M	Minnesota Area Vocational-Technical Institutes. Directory of Courses
Ref 378.3C	Chronicle Student Aid Annual
Ref 378.3H	College Money Handbook
Ref 378.33J	Dollars for Scholars Student Aid Catalog. Minnesota edition
Ref 378.73C	College Handbook
Ref 378.73B	Barron's Profiles of American Colleges
Ref 378.155I	Index of Majors

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CRAFTS, HOBBIES, DO-IT-YOURSELF

URM	Photofact Annual Index
Ref 629.28722C	Chilton's Auto Repair Manual
Ref 629.28722C	Chilton's Import Car Repair Manual
Ref 643.7R	Reader's Digest Complete Do-It-Yourself Manual
Ref 643.7R	Reader's Digest Fix-It-Yourself Manual
Ref 648.03M	How to Clean Everything
Ref 737.4973G	Guide Book of United States Coins
Ref 737.4973H	Handbook of United States Coins
Ref 745.1W	Warman's Antiques
Ref 745.1075K	Kovel's Antiques & Collectibles Price List
Ref 745.1075M	Official Price Guide to Antiques and Other Collectibles
Ref 745.5016M	Handicraft/Hobby Index
Ref 745.5016I	Index to How To Do It Information
Ref 745.5028S	Recipes for Arts and Craft Materials

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MEDICINE, HEALTH, NUTRITION

Ref 610.3S	Stedman's Medical Dictionary
Ref 610.3D	Dorland's Medical Dictionary
Ref 610.3D	Melloni's Illustrated Medical Dictionary
Ref 616.075C	Current Medical Diagnosis and Treatment
Ref 615.0202M	Merck Manual of Diagnosis and Therapy
Ref 615.1P	Physicians' Desk Reference
Ref 615.886H	Handbook of Nonprescription Drugs
Ref 616.024K	BHG New Family Medical Guide
Ref 616.024K	AMA Family Medical Guide
Ref 616.024G	GH Family Health and Medical Guide
Ref 616.124S	Symptoms
Ref 616.072G	Complete Book of Symptoms and What They Mean
Ref 641.10212B	Food Values of Portions Commonly Used
Ref 641.1A	Nutritive Value of American Foods in Common Units

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LITERATURE

URM	Book Review Digest
URM	Books in Print
Ref 803B	Reader's Encyclopedia
Ref 803H	Reader's Encyclopedia of American Literature
Ref 803M	Cyclopedia of Literary Characters
Ref 820.3F	Dictionary of Fictional Characters
Ref 808.02T	A Manual for Writers of Term Papers, Thesis, and Dissertations
Ref 808.025W	Writers Market
Ref 808.30025F	Fiction Writers Market
Ref 808.81G	Granger's Index to Poetry
Ref 808.882B	Bartlett. Familiar Quotations
Ref 808.882S	Home Book of Quotations
Ref 809M	Masterplots
Ref 811.8S	Home Book of Verse
Ref 811.8D	Home Book of Modern Verse
Ref 808.81F	Best Loved Poems of the American People
Ref 821.008E	Family Album of Favorite Poems
Ref 920M	Cyclopedia of World Authors
Ref 920C	Contemporary Authors

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TRAVEL

Ref 051N	National Geographic Index
Ref 380.062W	World Wide Chamber of Commerce Directory
Ref 394.202C	Chase's Annual Events
Ref 658.8E	Editor and Publisher. Market Guide
Ref 910.321W	Webster's New Geographical Dictionary
Ref 912.7R	Rand McNally. Road Atlas: United States, Canada, Mexico
Ref 917.304H	Hotel and Motel Red Book
Ref 910.2025H	Hotel and Travel Index
Ref 917.76054M	Minnesota Guide

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INTRODUCTION

The Hennepin County Library Periodical List, February 1987, is a listing of all periodicals and newspapers held in the twenty-six libraries. The list is arranged alphabetically by title, and for each title the library location and the dates held by that library are listed.

Months are expressed by number, and seasons are abbreviated as: W, winter; Sp, spring; Su, summer; Au, autumn; and F, fall. The year may be listed as 1971 or 71. A beginning date followed by a dash indicates that the periodical is currently being received. For example, Harvard Business Review 1/69- means that this periodical is available from January 1969 to the present date. A closing date may indicate that the periodical has ceased publication, that the name has changed or that the library has cancelled its subscription. For example, American Home 1/66-2/78 indicates that February 1978 is the latest issue available in the library, and, in this instance, the last issue published.

"See", "see also", "formerly", and "absorbed" statements appear in this list. A "see" reference refers to the form of the title used in the list; for example, "Profitable Hobbies see Workbench" indicates that holdings are listed under Workbench. Periodicals change their names frequently, or one periodical will supercede another. In such cases, a "see also" refers the reader to a more recent name of the periodical, and "formerly" or "absorbed" refers to an earlier name. Illustrative examples can be found under Craft Horizons, Defenders and Popular Electronics.

SOUTHDALE-HENNEPIN AREA LIBRARY

There are six collections in this library. Symbols with explanations are below:

1. SiIS/Ref (Southdale Information Services/Reference)

The majority of the periodicals are in this collection, and these materials may be used only in the library. The periodicals from 1982 to present date are arranged alphabetically on open shelves, and patrons may help themselves. Periodicals dated 1981 or older are in a storage area. Please ask at the Information Services desk for these items.

2. SiIS/MF (Southdale Information Services/Microfilm)

These are periodicals and newspapers which are on microfilm. Many older items are only available in this format.

Periodicals received only in microfilm may be delayed. Microfilm generally arrives within two months of the end of the publishing year; however, some microfilming is biennial and some is not done on schedule. Microfilm items are arranged alphabetically in carousels. If you need assistance in using the microfilm equipment or in locating the title or date you need, please ask at the Information Services desk.

SiIS/MFiche (Southdale Information Services/Microfiche)

These titles are in microfiche format and are arranged on the open periodical reference shelves, in the government documents collection or in a storage area. If you need assistance in using the microfiche equipment or in locating the title or date you need, please ask at the Information Services desk.

3. SiIS/Gd/Ref (Southdale Information Services/Government Document/Reference)

These periodicals are part of the Southdale Government Document Depository collection. They are on open shelves in the Government Document area and are arranged by the Superintendent of Documents number which appears in parentheses after the holdings. An example is Construction Review.

3-2-1 CONTACT.

Sd/Ch 4 yrs. + current

Bd/Ch 1/82-

Rd/Ch 1/85-

AP 1/85-
BP 1/85-
EP 1/83-
Ed 12/81-
GV 11/85-
Ho 1/86-
Ox 1/85-
PL 1/85-
RR 1/85-
SL 1/85-

TIGER BEAT STAR.

Sd/P(YA) 1984-

EP 1/84-
Ed 11/82-
Ex 1/85-
Ho 1/85-
Md 1/86-
Os 1/85-
Ox 1/85-
PL 1/85-
RR 1/85-
Rg 1/86-
SL 1/86-
Wa 1/85-
Wt 1/86-

TIME.

SdIS/Ref 1/57-

ScIS/MF 1923-

Sd/P 1952-

SCIL/Ref 4 yrs. + current

Bd/Ref 1/77-

Bd/MFiche 1960-

Bd/C 1/82-11/84, 1/6/86-

Rd/Ref 1/5/59-12/28/62, 1/3/84-

Rd/MF 1960-

Rd/C 1/83-

AP 1/77-

BP 1/77-

Ch 1/84-

EP 1/83-

Ed 1/77-

Ex 1/77-

GV 1/77-

Ho 1/77-

LL 1/85-

MP 1/84-

Md 1/86-

Mi 1/77-

Os 1/84-

Ox 1/76-

PL 1/76-

RR 1/76- (ref 1/81-)

Rg 1/84-

SA 1/82-

SE 1/87-

SL 1/77-

Wa 1/76-

Wt 1/77-

TIME OUT IN THE MENNEPIN COUNTY PARK RESERVE DISTRICT.

SdIS/Ref 1 yr. + current

TIMES EDUCATIONAL SUPPLEMENT.

SdIS/Ref 5 yrs. + current

TIMES LITERARY SUPPLEMENT.

SdIS/Ref 5 yrs. + current

SdIS/MF 1/1985-

TIPS FROM CLIP.

SdIS/Ref 1/74-12/77

TITLE VARIES.

SdIS/Ref 2/74-Vol.6, #5/80

HOW TO LOCATE MATERIALS

Books are arranged in numerical order according to Dewey Decimal Classification. A partial listing of subjects is listed below:

- 000-099 Computers, almanacs, trivia.
- 100-199 Philosophy, psychology.
- 200-299 Religion, mythology.
- 300-399 Sociology, women, families, ethnic groups, employment, banking, real estate, law, government, crime, child abuse, education, costumes, folklore.
- 400-499 Language, dictionaries.
- 500-599 Math, astronomy, geology, chemistry, biology, physics, plants, birds, fish, animals.
- 600-699 Medicine, health, diets, exercise, electronics, boats, car repair, gardening, house plants, pets, cooking, parenting, sewing, carpentry.
- 700-799 Art, sculpture, drawing, antiques, handicrafts, painting, photography, movies, music, games, magic, sports, hunting, fishing.
- 800-899 Writing, humor, plays, poetry.
- 900-999 History, travel, biography, genealogy, baby names.

Fiction is arranged alphabetically by the author's last name.

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LIBRARY LINGO

ACCS.....	Automated Circulation Control System. Checks out and checks in materials. The system also provides information on the availability of material at other libraries, produces overdue notices and bills, calculates fines for overdue materials, and processes patron requests for materials not immediately available.
ANNUAL.....	1. A publication issued regularly once a year as an annual report or proceedings of an organization. 2. A yearly publication that reviews events or developments during a year, sometimes limited to a special field.
AUTOBIOGRAPHY.....	The story of a person's life written by himself/herself; memoirs.
BIBLIOGRAPHY.....	1. A list of books, maps, magazine articles by a specific author or publisher, or a list of printed sources of information on a specific subject. 2. The art of describing books correctly with respect to authorship, editions, physical form.
BI-MONTHLY.....	A publication issued every two months.
BIOGRAPHY.....	A written account of a person's life; a life history.
CATALOG (noun).....	A list of the materials owned by a Library arranged according to a definite plan.
CATALOG (verb).....	Act of describing library material so it can be found (verifying author, title, publisher, etc., assigning call number, etc.).
CALL NUMBER.....	A combination of numbers and/or letters assigned to library materials (a book, film, record) to indicate location on a shelf and in order to shelve like materials together.
CIRCULATING MATERIAL.....	Library materials that are loaned for use outside the Library. Opposite of reference material.

- CITATION.....A note identifying a work from which a passage is quoted or referring to some other source as authority for a statement or idea. A citation to a work usually includes the author, title, place of publication, publisher, and date.
- CLASSIFICATION.....1. A systematic scheme for the arrangement of books and other material according to subject and/or form.
2. The process of assigning materials to their proper places in a system of classification. See also DEWEY DECIMAL CLASSIFICATION: LIBRARY OF CONGRESS CLASSIFICATION.
- CROSS REFERENCE.....An instruction to go from one subject heading to another; or from one topic to related ones.
- CUMULATION.....A single volume into which has been accumulated the information which appeared in previous publications.
- DEWEY DECIMAL CLASSIFICATION.....(Named for Melvil Dewey, American Librarian) A system of classifying books and other publications whereby main classes are designated by a three-digit number and subdivisions are shown by numbers after a decimal point.
- EDITION.....1. All the impressions of a work printed at one time or from one setting of type.
2. One of the successive forms in which a literary text is issued either by the author or by a subsequent author.
3. One of the various printings of a newspaper for the same day (i.e. early evening edition).
4. Special issue of a periodical devoted to a specific subject such as an anniversary edition.
- ENTRY.....The word or words forming an item in an index or catalog. In a library catalog usually the author, title or subject of library material.
- FICHE CATALOG.....An author, title, subject list of the materials owned by a library in microfiche format. See also: Microform.
- FICTION.....A literary work whose content is produced by the imagination and is not necessarily based on fact.

- HCL.....Initialism for Hennepin County Library.
- INDEX.....The objective of an index is to make it possible to find specific items of information without going through the whole unit.
- LC.....Initialism for the Library of Congress.
- LDS.....Initialism for Library Development and Services, State Department of Education. This is the Minnesota state agency which works to develop library service within the state.
- LIBRARY OF CONGRESS CLASSIFICATION SYSTEM.....A system of classifying books and other publications based on an expansive scheme of letters and numbers which is able to classify complex subjects in great detail. It is a utilitarian scheme adaptable to expansion, as opposed to the Dewey System which is established and fixed to ten broad subject categories established on a theoretical basis.
- MAIN ENTRY.....The most complete catalog entry. Usually the entry that appears under the author's name.
- MELSA.....Acronym for Metropolitan Library Service Agency, a cooperative agreement between Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington County Public Libraries, Minneapolis Public Library and Information Center and the St. Paul Public Library.
- MICROFORM.....A greatly reduced photographic copy of a printed page to facilitate storage. Special machines are used to re-enlarge the material. Examples of microform are microfiche, microcards and microfilm.
- MPLIC.....Acronym for Minneapolis Public Library and Information Center.
- NETWORK.....Interconnected libraries that share resources in order to provide better service than would otherwise be available.
- NON-FICTION.....1. Literary works that are based on the author's interpretation of fact.
2. All prose works other than fiction.

- NOVEL.....A fictional prose narrative usually of considerable length, typically having a plot that is revealed by the actions, speech, and thoughts of the characters.
- PAMPHLET FILES..... Systematically arranged collections of short publications often on very current topics.
- PERIODICAL..... A publication with a distinctive title intended to appear in successive numbers or parts at stated or regular intervals and, as a rule, for an indefinite time. Each part (or issue) generally contains articles by several contributors. Includes magazines.
- REFERENCE MATERIAL.....1. Books or other library tools designed by their arrangement and treatment to be consulted for definite items of information rather than to be read consecutively.
2. Library materials that are kept in the Library in order to be available to all at any time.
3. Opposite to Circulating Material.
- RESERVE.....A method for "trapping" library material that is not currently in at your library. A reserve is placed in the ACCS. When the item you want comes into any HCL Library, the ACCS notifies the staff that a patron is waiting for that item.
- TITLE.....The identifying name given to a book, play, motion picture, musical composition, work of art, etc.
- TIERED SERVICE.....Different sizes of libraries offer different levels of services. The largest libraries - Area Libraries - have the largest circulating and reference collections and are open the most hours. Smaller libraries are open fewer hours and have smaller circulating and reference collections.

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EVALUATION

We would appreciate answers to a few questions to help us evaluate this series. Please feel free to add comments and reactions.

1. Are you currently enrolled in any type of educational experience other than this one? If so, what?
2. How did you find out about this class?
3. How often do you visit your public library:
____ about once a week ____ about once a month ____ about once a year
4. Before this class began, did you know:
 - a. the purpose of the catalog? Yes ____ No ____
 - b. how to look up a "subject entry" in the catalog? Yes ____ No ____
 - c. the purpose of "periodical indexes"? Yes ____ No ____
 - d. how to look up magazine articles in Readers' Guide? Yes ____ No ____
 - e. how to find which magazines the library owns? Yes ____ No ____
5. What did you find most helpful about this course?
6. What did you find least helpful about this course?
7. We would like any comments you would like to make regarding your reactions to this class and ways we can make it better.

THANK YOU FOR COMING TO THE CLASS AND FOR TAKING TIME
TO HELP EVALUATE THIS PROGRAM.

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USING YOUR LIBRARY EFFECTIVELY SUMMARY OF EVALUATIONS

Following is a summary of 90 evaluations of "Using Your Library Effectively" presented at two area libraries and three community libraries in the Hennepin County Library system in 1987.

1. Enrollment in other educational courses:
Fifty-four respondents were involved in some educational pursuit ranging from the University of Minnesota to continuing education courses. One person was involved with teaching in a home school. Twenty-two were not currently involved in course taking of any kind.
2. Publicity:
In-house publicity is by far the source reaching the largest number of respondents. Fifty-three had seen posters or handouts in the library, 12 read about the course in a local newspaper, 10 had referrals from friends, relatives, colleagues, 4 people saw it in the Calendar of Events, a monthly listing of all library programs, 3 heard about the course from Friends of the Library. A few heard about it at another library program, asked staff about such a course, or were walk-ins.
3. Library use:
Most participants are regular library users with 38 using the library once a week or more; 40, once a month or more; and 10 only once a year.
4. Knowledge of specific topics:
By and large, participants tended to be most familiar with the purpose and use of the catalog - 79 yes, 11 no; looking up subject entries in the catalog - 63 yes, 38 no. They were much less comfortable with periodical indexes - 40 yes, 51 no; and Reader's Guide - 32 yes, 57 no. Least known was the Hennepin County Library Periodical List - 12 yes, 77 no.
5. What did you find most helpful?
What seems to be most helpful about the program is exposure to library reference materials (31). Eighteen people mentioned microfiche catalog instructions as beneficial; another 18 listed periodical and other indexes as most helpful. The range of materials and services available in the library was next at 11, followed by how to locate materials in the library (5), and the accessibility of help from librarians at 4. Others mentioned less often were: government documents (2), media lab (2), handouts (1), and books on tape (1).
6. What did you find least helpful?
Perhaps people are polite! Most who did respond to this question said "everything was helpful". Items specifically designated as "least helpful" were: the microfiche catalog (2), reference titles (1), automated circulation terminals (1), children's services information (1) - (respondent said her children were raised!), uncomfortable chairs (1), government documents (1), business indexes (1), and should be a longer course (1).

Using Your Library Effectively
Summary of Evaluations
Page Two

7. Comments:

Most comments related to the excellence of the course, its organization and its success in achieving the goal of helping the participants to use their public library more effectively (21). Six cited a pleasant, outstanding instructor; five learned a great deal they didn't know; three said they would now feel much more comfortable in the library; one would prefer a Saturday offering; one would like a course specifically on audio visual materials and services; and, one was a librarian who came to observe methodology.

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EVALUATION

We would appreciate answers to a few questions to help us evaluate this series. Please feel free to add comments and reactions.

1. Are you currently enrolled in any type of educational experience other than this one? If so, what?
2. How did you find out about this class?
3. How often do you visit your public library:
____ about once a week ____ about once a month ____ about once a year
4. Before this class began, did you know:
 - a. the purpose of the catalog? Yes ____ No ____
 - b. how to look up a "subject entry" in the catalog? Yes ____ No ____
 - c. the purpose of "periodical indexes"? Yes ____ No ____
 - d. how to look up magazine articles in Readers' Guide? Yes ____ No ____
 - e. how to find which magazines the library owns? Yes ____ No ____
5. What did you find most helpful about this course?
6. What did you find least helpful about this course?
7. We would like any comments you would like to make regarding your reactions to this class and ways we can make it better.

THANK YOU FOR COMING TO THE CLASS AND FOR TAKING TIME
TO HELP EVALUATE THIS PROGRAM.

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